

## Terms & conditions – The Secret Garden

- \* **Booking confirmation:** A confirmed booking exists when either written or email confirmation of that booking is accepted by Exclusively Eastbourne / Exclusively Short Lets† on behalf of the property owner.
- \* **Lead guest:** The lead guest must be adult and over the age of 25 to book this property.
- \* **Agreement:** Exclusively Eastbourne / Exclusively Short Lets act only as a marketing, sales and communications agent for the property owner – this booking agreement is between the guest and the property owner. However the guest is able to direct any queries through Exclusively Eastbourne or Exclusively Short Lets.
- \* **Holiday let:** The guest acknowledges notice that the property is one to which Paragraph 9 of schedule of the Housing Act 1988 applies whereby the guest has the right to occupy the flat for the purpose of their stay only and whereby there will be no security of tenure within the terms of the said Act.
- \* **Use of property:** The guest agrees to use this property solely for the purpose of a private holiday residence for the maximum number of people shown on the booking correspondence and agrees not to:
- use the property for any improper, illegal or immoral purposes
  - to sub-let the property
  - hold parties or cause (nor allow any guests or visitors to cause) any nuisance, annoyance or disturbance to neighbours, or to the property owner, or to the property owner's agent
  - change, add, move or remove any items of furniture, furnishings or structures either inside or outside the property or alter the property in any way without first obtaining the owner's permission
- \* **Payment:** For all direct, Exclusively Eastbourne bookings we require a non-refundable deposit of £200 per week booked to secure. The remaining balance must be paid at least six weeks in advance of your arrival (or on booking if this is less than six weeks), along with a £200 security deposit which will be held in case of breakages or damages (which will be higher for bookings of three weeks or more). This is payable by cheque, by bank transfer or by card and must be received before arrival. Bookings made through other sites, eg Airbnb, Booking.com, VRBO and TripAdvisor, should check payment terms on those sites.
- \* **Cancellation policy** For all direct, Exclusively Eastbourne bookings, once you have booked your stay, the agreement is a legal contract between you and the property owner. If for whatever reason you are unable to make your booking and you cancel more than six weeks in advance of your arrival date, you will only lose your deposit. If a cancellation is received within six weeks of the arrival date, payment in full is due. For this reason we strongly recommend that you take out cancellation insurance. If the property is re-let during the period of cancellation we would offer a refund for the dates rebooked (after appropriate costs have been deducted). Should the property be re-let for a reduced fee, the guest will be liable to pay the difference between the original agreed payment and the reduced fee for the re-let, plus any agency commission charged for finding the new booking and banking charges incurred. If you have booked through other sites, eg Airbnb, Booking.com, VRBO and TripAdvisor, please check the cancellation policy on those sites.
- \* We would only cancel your booking if your accommodation was unavailable for reasons beyond our control. We would attempt to offer you alternative accommodation, however if this was not possible, or unacceptable to you, then we would refund all monies paid by you for the stay. Our liability would not extend beyond this refund.
- \* **Check in:** Your accommodation will be available to you for check in from 4pm on the day of arrival. Please try not to arrive earlier unless agreed in advance, as we may still be preparing your accommodation. We will arrange to leave keys in a keysafe at our office, so you will need to make a short detour on your way to the property – we will email to discuss your timings and the keysafe code a few days before your arrival.

\* **Check out:** Please be ready to leave the accommodation by **10am** on the morning of departure. Please leave the accommodation as clean and tidy as possible, wash any dishes and dispose of rubbish as explained in the instructions within the property. Keys are to be returned as per the instructions in the guest information folder in the property.

\* **Smoking:** The accommodation is strictly for the use of **NO SMOKING guests**. Guests believed to have been smoking in the accommodation may be charged additional cleaning of up to £100 per room affected. Please smoke or vape outside and clear of the property with the door and window closed so smoke doesn't blow back in and safely dispose of remains immediately. Please do not lean out of a window or use the bathroom to smoke or vape and be aware that vapour can set off smoke alarms.

\* **Candles:** The use of candles or gas flames inside the property is not permitted unless part of a fitted appliance.

\* **No children:** This is an adults-only property.

**Pets:** Cats are not permitted to stay in the property but dogs may be considered if adult, house trained and neutered / spayed and **must** be agreed in advance and be sociable with the owner's dog. If agreed, there is an additional supplement per dog. Guests must observe the following rules (failure to do so may result in you being asked to leave without compensation). This also includes dogs of visiting friends and family who may be staying locally:

- **Dogs MUST NOT be left alone in the property at any time**
- Your dog must not be allowed to bark, yap or zoom around inside as this disturbs the neighbours and can cause damage to the property
- Do not allow your dog to jump up or lie on beds or furnishings, and hair must be well cleared up before departing
- Any fouling etc. must be cleared up immediately – inside and outside the property and in the garden, patio and paths
- Please bring the dog's bed or basket for sleeping in, and food / drink bowls – they must not be allowed to use the "human" crockery
- Please bring a towel to wipe your dog's wet, sandy or muddy paws before entering the property
- Dogs must be kept under control at all times
- **The lead guest is responsible for the dog and the dog's behaviour at all times and for any damage caused**

\* **Parking:** There is unallocated parking in Arundel Road and Enys Road. Please note that there isn't an on-site charging point for electric vehicles and it is not permitted to trail a lead from inside the property to charge your vehicle.

\* **Keys:** Please ensure that you leave all keys behind when you depart for the final time according to the instructions in the guest information folder in the property as the cost of replacements would be deducted from your security deposit should you lose any.

\* **Laundry:** Beds are made up ahead of arrival and towels are also provided but please bring your own towels for the beach or swimming. If you are staying for two weeks or longer, additional linen and towels will be provided for you to change yourself during your stay. If you do wash any towels or linen, please ensure that you don't mix white with coloured materials as any damage or replacement would be deducted from the security deposit.

\* **Noise:** This is a residential area so please show consideration for neighbours at all times. In particular, keep music, TV and noise low after 8pm and before 9am. Please bear in mind that if windows or doors are open, sound travels much further and if you are enjoying an evening in the garden, please keep noise at reasonable levels so the neighbours can also enjoy their gardens and especially after 8pm. Loud parties and gatherings are strictly prohibited.

\* **Storage of bikes etc:** You can store bikes and other equipment in the patio outside and at your own risk. Please do not bring these items into the property.

\* **Utilities:** Our rental prices include the reasonable usage of electricity and water. If the usage of these during your stay is significantly higher than average usage for the appropriate season, you may have to contribute to costs. We

are therefore asking guests to “Think Green” by turning down the temperature when you go out and at night and switch appliances off at the sockets (except for fridge freezers and the Wi-Fi) to reduce energy consumption.

\* **Drains:** Please be careful not to put anything down the sinks or toilets that could potentially damage or block the drains. Common items that cause problems and should not be put down are solidified fat, medicines, disposable nappies, sanitary items (tampons, towels), wet wipes, cotton buds and condoms.

\* **Breakages and damages:** Please take care of the property and its contents. You are responsible and liable for any breakages or damages which you cause to the accommodation or its contents. Please report these as soon as they occur and allow the property owner or property owner’s agent access to carry out repairs. Should the cost of repairs and or replacements exceed the security deposit, the owner may seek additional compensation through legal means.

\* The property owner and Exclusively Eastbourne / Exclusively Short Lets as agents do not accept any liability for any damage, loss or injury to any member of your party or any vehicles or possessions, unless proven to be caused by a negligent act by ourselves or our employees or contractors whilst acting in the course of employment.

\* **Security deposit:** For all direct, Exclusively Eastbourne bookings a security deposit of £200 (this may be higher with stays longer than 2 weeks) will be held in case of any damage to, or loss from, the property or its contents. Once the accommodation has been checked after departure, the cost of replacing items or remedying any damage to the property or the contents thereof will be removed from your security / breakage deposit and the remainder returned to you within two weeks of your departure. If the accommodation has been left in an unreasonably messy or dirty state, requiring deep cleaning, the cost for this will be deducted from your security deposit. If you have booked through other sites, some do not require you to pay a physical security deposit in advance and will instead charge you retrospectively if damage occurs or you leave unreasonable mess.

\* **Data:** Any data collected during the course of this booking may be kept on computer.

\* **Identification:** As lead guest you will be asked to provide your full address, email and mobile number in use during your stay as well as the full names of all guests staying in the property. This information will be added to your booking but at no time will be passed on to third parties for marketing purposes. Overseas guests who don’t hold a British passport will also be asked to provide copies of their passports ahead of arrival.

\* **Termination of agreement:** Failure to comply with any of the requirements set out in these terms and conditions will result in the agreement being terminated and may result in immediate eviction if within the rental period.

† Exclusively Eastbourne and Exclusively Short Lets are trading names of Exclusively Holiday Homes Limited, registered company number 08033675